# Exhibit 300: Capital Asset Plan and Business Case Summary Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview

1. Date of Submission: 2010-09-17

2. Agency: 429

3. Bureau: 00

4. Name of this Investment: Budget Formulation System (BFS)

5. Unique Project (Investment) Identifier (UPI): 429-00-01-01-01-1020-00

- 6. What kind of investment will this be in FY 2012?: Operations and Maintenance
  - Planning
  - Full Acquisition
  - Operations and Maintenance
  - Mixed Life Cycle
  - Multi-Agency Collaboration
- 7. What was the first budget year this investment was submitted to OMB? FY2006

8.

a. Provide a brief summary of the investment and justification, including a brief description of how this closes in part or in whole an identified agency performance gap, specific accomplishments expected by the budget year and the related benefit to the mission, and the primary beneficiary(ies) of the investment.

NRC previously implemented Hyperion Planning v.4x, then upgraded to the current Oracle Hyperion Planning v.9.3.1. The Planning implementation improved NRC's budget formulation and reporting environment. Planning provides a platform for workflow management, security, and an improved mechanism for the budget and planning process. The Planning implementation achieved the goals below: 1) Fostering financial accountability throughout the organization. 2) Improving budget accuracy. 3) Improving accessibility to budget data. 4) Achieving better visibility into budgets and forecasts for revenue and expenses. 5) Streamlining the budgeting and reporting process. By implementing Hyperion, NRC gained efficiencies in their budgeting process management, process control, reporting and accessibility. In the first quarter of FY2011, NRC will upgrade to Oracle Enterprise Performance Management (EPM) version 11.1.2 to eliminate the need for offices to maintain additional custom solutions to support the Budget Formulation Process and to provide enhanced data recovery capabilities.

b. Provide any links to relevant websites that would be useful to gain additional information on the investment including links to GAO and IG reports.

Title Lir

Oracle Hyperion Planning

http://www.oracle.com/appserver/business-intelligence/hyperion-financial-perform ance-management/hyperion-planning.html

9.

- a. Provide the date of the Agency's Executive/Investment Committee approval of this investment. 2008-08-01
- b. Provide the date of the most recent or planned approved project charter. 2004-02-13
- 10. Contact information?
  - a. Program/Project Manager Name: \*

Phone Number: \*
Email: \*

b. Business Function Owner Name (i.e. Executive Agent or Investment Owner): Jim Dyer Phone Number: \*

Email: \*

- 11. What project management qualifications does the Project Manager have? (choose only one per FAC-P/PM or DAWIA): Project manager has been validated according to FAC-P/PM or DAWIA criteria as qualified for this investment.
  - Project manager has been validated according to FAC-P/PM or DAWIA criteria as qualified for this investment.
  - Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.
  - Project manager assigned to investment, but does not meet requirements according to FAC-P/PM or DAWIA criteria.
  - Project manager assigned but qualification status review has not yet started.
  - No project manager has yet been assigned to this investment.

# Section B: Summary of Funding (Budget Authority for Capital Assets)

1.

# Table I.B.1: Summary of Funding (In millions of dollars) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

|   |                        | (EStima    | ates for BY+1 and beyo                      | nd are for planning pu | rposes only and do not | represent budget ded | isions)      |                       |       |
|---|------------------------|------------|---|------------------------|------------------------|----------------------|--------------|-----------------------|-------|
|   | PY-1<br>and<br>earlier | PY<br>2010 | CY<br>2011<br>(CY Continuing<br>Resolution) | BY<br>2012             | BY+1<br>2013           | BY+2<br>2014         | BY+3<br>2015 | BY+4<br>and<br>beyond | Total |
| Planning:   | *                      | *          | *   | *                      | *                      | *                    | *            | *                     | *     |
| Acquisition:  | *                      | *          | *   | *                      | *                      | *                    | *            | *                     | *     |
| Planning &<br>Acquisition<br>Government FTE<br>Costs                  | *                      | *          | *   | *                      | *                      | *                    | *            | *                     | *     |
| Subtotal Planning & Acquisition(DME):                                 | *                      | *          | *   | *                      | *                      | *                    | *            | *                     | *     |
| Operations & Maintenance:   | *                      | *          | *   | *                      | *                      | *                    | *            | *                     | *     |
| Disposition Costs (optional):   | *                      | *          | *   | *                      | *                      | *                    | *            | *                     | *     |
| Operations,<br>Maintenance,<br>Disposition<br>Government FTE<br>Costs | *                      | *          | *   | *                      | *                      | *                    | *            | *                     | *     |
| Subtotal O&M and Disposition Costs (SS):                              | *                      | *          | *   | *                      | *                      | *                    | *            | *                     | *     |
| TOTAL FTE Costs   | *                      | *          | *   | *                      | *                      | *                    | *            | *                     | *     |
| TOTAL (not including FTE costs):                                      | *                      | *          | *   | *                      | *                      | *                    | *            | *                     | *     |
| TOTAL (including FTE costs):  | *                      | *          | *   | *                      | *                      | *                    | *            | *                     | *     |
|   |                        |            |   |                        |                        |                      |              |                       |       |
| Number of FTE represented by  | *                      | *          | *   | *                      | *                      | *                    | *            | *                     | *     |

|        |                        | (Estima    | ates for BY+1 and beyo                      | (In millions | mary of Funding<br>s of dollars)<br>rposes only and do no | t represent budget dec | isions)      |                       |       |
|--------|------------------------|------------|---|--------------|---|------------------------|--------------|-----------------------|-------|
|        | PY-1<br>and<br>earlier | PY<br>2010 | CY<br>2011<br>(CY Continuing<br>Resolution) | BY<br>2012   | BY+1<br>2013  | BY+2<br>2014           | BY+3<br>2015 | BY+4<br>and<br>beyond | Total |
| Costs: |                        |            |   |              |   |                        |              |                       |       |

- 2. Insert the number of years covered in the column "PY-1 and earlier": 4
- 3. Insert the number of years covered in the column "BY+4 and beyond": \*
- 4. If the summary of funding has changed from the FY 2011 President's Budget request, briefly explain those changes:

\*

# Section C: Acquisition/Contract Strategy (All Capital Assets)

1.

| 1.                 |                          |  |   |                    | Table I.                     | C.1 Contra          | cts Table                         |   |   |                   |   |                    |  |
|--------------------|--------------------------|--|---|--------------------|------------------------------|---------------------|-----------------------------------|---|---|-------------------|---|--------------------|--|
| Contract<br>Status | Contracting<br>Agency ID | Procurement<br>Instrument<br>Identifier (PIID) | Indefinite<br>Delivery Vehicle<br>(IDV) Reference<br>ID | Solicitation<br>ID | Alternativ<br>e<br>financing | EVM<br>Require<br>d | Ultimate<br>Contract<br>Value (M) | Type of<br>Contract/Ta<br>sk Order<br>(Pricing) | Is the contract a Perform ance Based Service Acquisit ion (PBSA)? | Effective<br>date | Actual or<br>expected<br>End Date of<br>Contract/Ta<br>sk Order | Extent<br>Competed | Short<br>description<br>of<br>acquisition  |
| Awarded            | 3100                     | NRCDR0909335                                   | NNG07DA20B  |                    | *                            | *                   | \$0.1                             | Firm Fixed<br>Price                             | X   | 2009-10-01        | 2010-09-30  | Y                  | Maintenance<br>and support<br>for Software<br>licenses for<br>Hyperion<br>Planning |
| Awarded            | 3100                     | NRCT001  | NRCDR0909340  |                    | *                            | *                   | \$0.8                             | Firm Fixed<br>Price                             | Y   | 2009-09-21        | 2011-05-30  | Y                  | Operations<br>and<br>maintenance<br>for the<br>budget<br>formulation<br>system     |
| Awarded            | 3100                     | NRCDR0910322                                   | GS35F0330J  |                    | *                            | *                   | \$0.1                             | Firm Fixed<br>Price                             | X   | 2010-09-30        | 2011-10-09  | Y                  | Software<br>update<br>licenses and<br>support.                                     |

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

3.

a. Has an Acquisition Plan been developed? If yes, please answer the questions that follow \*

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- b. Does the Acquisition Plan reflect the requirements of FAR Subpart 7.1 \*
- c. Was the Acquisition Plan approved in accordance with agency requirements \*
- d.If "yes," enter the date of approval? \*
- e.ls the acquisition plan consistent with your agency Strategic Sustainability Performance Plan? \*
- f. Does the acquisition plan meet the requirements of EOs 13423 and 13514? \*
- $g.\mbox{If an Acquisition Plan has not been developed, provide a brief explanation.}$

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# **Part II: IT Capital Investments**

#### Section A: General

- 1.
- a. Confirm that the IT Program/Project manager has the following competencies: configuration management, data management, information management, information resources strategy and planning, information systems/network security, IT architecture, IT performance assessment, infrastructure design, systems integration, systems life cycle, technology awareness, and capital planning and investment control. yes
- b.If not, confirm that the PM has a development plan to achieve competencies either by direct experience or education.
- 2. Describe the progress of evaluating cloud computing alternatives for service delivery to support this investment. nrc evaluated its major investments for suitability for migration to cloud technologies and identified potential candidates. examples include cfs, cas, and fees. at this time, bfs was not identified as a "must move" service.
- 3. Provide the date of the most recent or planned Quality Assurance Plan 2004-01-01
- 4.
- a. Provide the UPI of all other investments that have a significant dependency on the successful implementation of this investment. 429-00-01-01-1100-00
- b.If this investment is significantly dependent on the successful implementation of another investment(s), please provide the UPI(s). 429-00-01-01-01-1100-00
- 5. An Alternatives Analysis must be conducted for all Major Investments with Planning and Acquisition (DME) activities and evaluate the costs and benefits of at least three alternatives and the status quo. The details of the analysis must be available to OMB upon request. Provide the date of the most recent or planned alternatives analysis for this investment. 2004-12-17
- 6. Risks must be actively managed throughout the lifecycle of the investment. The Risk Management Plan and risk register must be available to OMB upon request. Provide the date that the risk register was last updated. 2010-06-07

### Section B: Cost and Schedule Performance

|  |           | Table   | II.B.1. Compariso     | n of Actual Work C | Completed and Ac      | tual Costs to Cur    | rent Approved Bas          | eline:                    |                             |                            |
|--|-----------|---|-----------------------|--------------------|-----------------------|----------------------|----------------------------|---------------------------|-----------------------------|----------------------------|
| Description of Activity  | DME or SS | Agency EA<br>Transition Plan<br>Milestone<br>Identifier | Planned Cost<br>(\$M) | Actual Cost (\$M)  | Planned Start<br>Date | Actual Start<br>Date | Planned<br>Completion Date | Actual<br>Completion Date | Planned Percent<br>Complete | Actual Percent<br>Complete |
| Requirements<br>Analysis and<br>business case  | DME       | *   | \$0.3                 | \$0.3              | 2004-07-19            | 2004-07-19           | 2004-12-23                 | 2004-12-23                | 100.00%                     | 100.00%                    |
| Acquisition and Implementation   | DME       | *   | \$0.8                 | \$0.8              | 2005-05-05            | 2005-05-05           | 2006-05-31                 | 2006-05-31                | 100.00%                     | 100.00%                    |
| Project reinitialization & go live effort  | DME       | *   | \$0.7                 | \$0.7              | 2006-06-01            | 2006-10-01           | 2008-02-29                 | 2007-12-14                | 100.00%                     | 100.00%                    |
| Training   | DME       | *   | \$0.1                 | \$0.1              | 2006-06-01            | 2006-10-01           | 2008-02-29                 | 2008-02-29                | 100.00%                     | 100.00%                    |
| Maintenance  | SS        | *   | \$0.1                 | \$0.1              | 2006-06-01            | 2006-10-01           | 2008-02-29                 | 2008-02-29                | 100.00%                     | 100.00%                    |
| Security C&A   | SS        | *   | \$0.1                 | \$0.1              | 2006-06-01            | 2006-10-01           | 2008-02-29                 | 2008-02-29                | 100.00%                     | 100.00%                    |
| System<br>Maintenance and<br>FISMA   | SS        | *   | \$0.7                 | \$0.7              | 2007-10-02            | 2007-10-02           | 2008-09-28                 | 2008-09-28                | 100.00%                     | 100.00%                    |
| Software upgrade (version 4.0.1 to 9.3.1)  | SS        | *   | \$0.3                 | \$0.3              | 2008-09-01            | 2008-09-01           | 2009-05-22                 | 2009-05-01                | 100.00%                     | 100.00%                    |
| Hardware<br>upgrade, Security<br>Recertification,<br>Version 11<br>Upgrade<br>Planning | SS        | *   | \$0.4                 | \$0.4              | 2009-10-01            | 2009-11-30           | 2010-12-31                 | 2010-12-30                | 100.00%                     | 100.00%                    |
| Software upgrade (version 9.3.1 to 11.1.2)   | SS        | *   | \$0.2                 | \$0.2              | 2010-11-15            | 2010-11-30           | 2011-02-12                 |                           | 99.00%                      | 99.00%                     |
| Integration with<br>Core Financial<br>System   | SS        | *   | *                     | *                  | 2011-05-13            | *                    | 2011-06-13                 | *                         | *                           | *                          |
| FY12 Annual<br>Maintenance,<br>Security Audit,<br>License Renewal                      | SS        | *   | •                     | *                  | 2011-10-01            | *                    | 2012-09-30                 | *                         |                             | *                          |

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|   |           | Table   | II.B.1. Compariso     | n of Actual Work C | completed and Ac      | tual Costs to Curi   | rent Approved Bas          | eline:                    |                             |                            |
|---|-----------|---|-----------------------|--------------------|-----------------------|----------------------|----------------------------|---------------------------|-----------------------------|----------------------------|
| Description of<br>Activity  | DME or SS | Agency EA<br>Transition Plan<br>Milestone<br>Identifier | Planned Cost<br>(\$M) | Actual Cost (\$M)  | Planned Start<br>Date | Actual Start<br>Date | Planned<br>Completion Date | Actual<br>Completion Date | Planned Percent<br>Complete | Actual Percent<br>Complete |
| and Future<br>System<br>Enhancements  |           |   |                       |                    |                       |                      |                            |                           |                             |                            |
| FY11 Annual<br>Maintenance,<br>Security Audit<br>and License<br>Renewal                                   | SS        | *   | \$0.3                 |                    | 2010-10-01            |                      | 2011-09-30                 |                           | 25.00%                      | 0.00%                      |
| FY10 Annual<br>Maintenance,<br>Security Audit<br>and License<br>Renewal                                   | SS        | *   | \$0.3                 | \$0.3              | 2010-03-01            | 2010-03-15           | 2010-10-15                 | 2010-09-30                | 100.00%                     | 100.00%                    |
| FY13 Annual<br>Maintenance,<br>Security Audit,<br>License Renewal<br>and Future<br>System<br>Enhancements | SS        | *   | *                     | *                  | 2012-10-01            | *                    | 2013-09-30                 | *                         | *                           | *                          |
| FY14 Annual<br>Maintenance,<br>Security Audit,<br>License Renewal<br>and Future<br>System<br>Enhancements | SS        | *   | •                     | *                  | 2013-10-01            | *                    | 2014-09-30                 | •                         | *                           | *                          |
| FY15 Annual<br>Maintenance,<br>Security Audit,<br>License Renewal<br>and Future<br>System<br>Enhancements | SS        | *   | *                     | *                  | 2014-10-01            | *                    | 2015-09-30                 | *                         | *                           | *                          |
| FY16 Annual<br>Maintenance,<br>Security Audit,<br>License Renewal<br>and Future                           | SS        | *   | •                     | •                  | 2015-10-01            | *                    | 2016-09-30                 | •                         | ٠                           | *                          |

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|                         | Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline: |   |  |                   |                       |  |                            |  |                             |                            |  |
|-------------------------|--|---|--|-------------------|-----------------------|--|----------------------------|--|-----------------------------|----------------------------|--|
| Description of Activity | DME or SS  | Agency EA<br>Transition Plan<br>Milestone<br>Identifier |  | Actual Cost (\$M) | Planned Start<br>Date |  | Planned<br>Completion Date |  | Planned Percent<br>Complete | Actual Percent<br>Complete |  |
| System<br>Enhancements  |  |   |  |                   |                       |  |                            |  |                             |                            |  |

- 2. If the investment cost, schedule, or performance variances are not within 10 percent of the current baseline, provide a complete analysis of the reasons for the variances, the corrective actions to be taken, and the most likely estimate at completion.
- 3. For mixed lifecycle or operations and maintenance investments an Operational Analysis must be performed annually. Operational analysis may identify the need to redesign or modify an asset by identifying previously undetected faults in design, construction, or installation/integration, highlighting whether actual operation and maintenance costs vary significantly from budgeted costs, or documenting that the asset is failing to meet program requirements. The details of the analysis must be available to OMB upon request. Insert the date of the most recent or planned operational analysis. 2010-08-18
- 4. Did the Operational analysis cover all 4 areas of analysis: Customer Results, Strategic and Business Results, Financial Performance, and Innovation? yes

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Section C: Financial Management Systems

| Table II.C.1: Financial Management Systems |                |                          |            |  |  |  |  |  |
|--|----------------|--------------------------|------------|--|--|--|--|--|
| System(s) Name                             | System acronym | Type of Financial System | BY Funding |  |  |  |  |  |

# Section D: Multi-Agency Collaboration Oversight (For Multi-Agency Collaborations only) **Table II.D.1. Customer Table: Customer Agency** Joint exhibit approval date NONE **Table II.D.2. Shared Service Providers Shared Service Asset Title** Shared Service Provider Exhibit 53 UPI (BY 2011) **Shared Service Provider (Agency)** Table II.D.3. For IT Investments, Partner Funding Strategies (\$millions): Partner Partner exhibit 53 UPI **BY Monetary** Fee-for-Service Agency (BY 2012) Fee-for-Service NONE Table II.D.4. Legacy Systems Being Replaced Name of the Legacy Date of the System **Current UPI**

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### Section E: Performance Information

|                                     |  |  | Table I.E.1a. Performa | nce Metric Attributes   |  |   |  |
|-------------------------------------|--|--|------------------------|---|--|---|--|
| Measurement Area<br>(For IT Assets) | Measurement<br>Grouping<br>(For IT Assets) | Measurement Indicator  | Reporting Frequency    | Unit of Measure   | Performance Measure<br>Direction   | Baseline  | Year Baseline<br>Established for this<br>measure<br>(Origination Date) |
| Technology                          | Availability                               | Availability of system during normal and off-peak hours                                  | monthly                | Percent   | Increase   | 80% of the time during NRC normal business hours and 15% of the time during off-peak hours. | 2006-03-01   |
|                                     |  |  | Fiscal Year            | Target  | Actual Results   | Target<br>"Met" or "Not Met"  | Last Updated   |
|                                     |  |  | 2009                   | System is available to<br>entire user community<br>95% during normal hours<br>and 25% off peak hours. | System is available to entire user community 95% during normal hours and 25% off peak hours. | Met   | 2010-09-17   |
|                                     |  |  | 2010                   |   | System is available to entire user community 98% during normal hours and 60% off peak hours. | Met   | 2010-09-17   |
|                                     |  |  | 2011                   | System is available to<br>entire user community<br>98% during normal hours<br>and 65% off peak hours. | s  | Not Due   | 2010-09-17   |
|                                     |  |  | 2012                   | System is available to<br>entire user community<br>98% during normal hours<br>and 75% off peak hours. |  | Not Due   | 2010-09-17   |
|                                     |  |  | 2013                   | System is available to entire user community 98% during normal hours and 85% off peak hours.          |  | Not Due   | 2010-09-17   |
| Technology                          | Data Reliability and<br>Quality            | Number of supplemental subsystems maintained to compensate for lack of BFS capabilities. | annual                 | Units   | Decrease   | 10 out of the 40 existing<br>subsystems are<br>eliminated from the<br>formulation process.  | 2009-03-01   |
|                                     |  |  | Fiscal Year            | Target  | Actual Results   | Target<br>"Met" or "Not Met"  | Last Updated   |

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Processes and Activities

Efficiency

|  | 2009        | 10 out of the 40 existing subsystems are eliminated from the formulation process.                      | 10 out of the 40 existing<br>subsystems are<br>eliminated from the<br>formulation process.             | Met  | 2010-09-17   |
|--|-------------|--|--|--|--------------|
|  | 2010        | 15 out of the 40 existing subsystems are eliminated from the formulation process.                      | 15 out of the 40 existing<br>subsystems are<br>eliminated from the<br>formulation process.             | Met  | 2010-09-17   |
|  | 2011        | 20 out of the 40 existing<br>subsystems are<br>eliminated from the<br>formulation process.             |  | Not Due  | 2010-09-17   |
|  | 2012        | 25 out of the 40 existing subsystems are eliminated from the formulation process.                      |  | Not Due  | 2010-09-17   |
|  | 2013        | 30 out of the 40 existing<br>subsystems are<br>eliminated from the<br>formulation process.             |  | Not Due  | 2010-09-17   |
| Overtime hours required to complete budget formulation process | quarterly   | Hours  | Decrease   | The budget formulation process takes 2,175 hours in excess of normal business hours to complete. | 2008-03-01   |
|  | Fiscal Year | Target   | Actual Results   | Target<br>"Met" or "Not Met"   | Last Updated |
|  | 2009        | Formulation process  | Formulation process  | Met  | 2010-09-17   |
|  |             | take 1,750 hours,<br>compared to 2,000<br>hours, in excess of<br>normal business hours to<br>complete. | take 1,750 hours,<br>compared to 2,000<br>hours, in excess of<br>normal business hours to<br>complete. |  |              |

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|                                 |                           |  | 2011        | Formulation process take 1,250 hours, compared to 1,500 hours, in excess of normal business hours to complete.                |   | Not Due   | 2010-09-17   |
|---------------------------------|---------------------------|--|-------------|---|---|---|--------------|
|                                 |                           |  | 2012        | Formulation process<br>take 1,000 hours,<br>compared to 1,250<br>hours, in excess of<br>normal business hours to<br>complete. |   | Not Due   | 2010-09-17   |
|                                 |                           |  | 2013        | Formulation process take 750 hours, compared to 1,000 hours, in excess of normal business hours to complete.                  |   | Not Due   | 2010-09-17   |
| Mission and Business<br>Results | Reporting and Information | Provide users with the flexibility to retrieve formulation data from the system. | monthly     | Percent   | Decrease  | 75% of budget inquires and requests are completed by system query and reporting capabilities. | 2007-03-01   |
|                                 |                           |  | Fiscal Year | Target  | Actual Results  | Target<br>"Met" or "Not Met"  | Last Updated |
|                                 |                           |  | 2009        | 85% of budget queries and requests are handled through system reporting.  | 86% of budget queries and requests are handled through system reporting.          | Met   | 2010-09-17   |
|                                 |                           |  | 2010        | 000/ // / /   | 000/ -[   |   |              |
|                                 |                           |  | 2010        | 90% of budget queries<br>and requests are<br>handled through system<br>reporting.   | 90% of budget queries<br>and requests are<br>handled through system<br>reporting. | Met   | 2010-09-17   |
|                                 |                           |  | 2011        | and requests are handled through system   | and requests are handled through system   | Met<br>Not Due  | 2010-09-17   |
|                                 |                           |  |             | and requests are handled through system reporting.  95% of budget queries and requests are handled through system             | and requests are handled through system   |   |              |

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and requests are handled through system reporting.

Cycle Time Time required for budget **Business Days** Review and approval **Processes and Activities** quarterly Decrease 2008-03-01 directors to review and time of budget approve budget submission is 10 submissions business days. 2009 Review and approval Review and approval Met 2010-09-17 time of budget time of budget submission is 8 business submission is 8 business days. days. 2010 Review and approval Review and approval Met 2010-09-17 time of budget time of budget submission is 7 business submission is 7 business days. days. 2011 Review and approval Not Due 2010-09-17 time of budget submission is 6 business days. 2012 2010-09-17 Review and approval Not Due time of budget submission is 5 business days. 2013 Review and approval Not Due 2010-09-17 time of budget submission is 5 business days. Mission and Business **Budget Formulation** Use of web based forms Percent 2006-03-01 quarterly Increase 75% of budget Results to establish and modify submissions are created budgets to ensure a via web-based forms. more streamlined, consistent and error-reduced budget process 2009 2010-09-17 90% of budget 93% of budget Met submissions are submissions are processed in system processed in system

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**Customer Results** 

|                       |   | 2010   | 95% of budget<br>submissions are<br>processed in system | 97% of budget<br>submissions are<br>processed in system | Met   | 2010-09-17  |        |                                  |                              |              |            |
|-----------------------|---|--------|---|---|---|-------------|--------|----------------------------------|------------------------------|--------------|------------|
|                       |   | 2011   | 98% of budget<br>submissions are<br>processed in system |   | Not Due                                     | 2010-09-17  |        |                                  |                              |              |            |
|                       |   | 2012   | 98% of budget<br>submissions are<br>processed in system |   | Not Due                                     | 2010-09-17  |        |                                  |                              |              |            |
|                       |   | 2013   | 98% of budget<br>submissions are<br>processed in system |   | Not Due                                     | 2010-09-17  |        |                                  |                              |              |            |
| Customer Satisfaction | User acceptance and satisfaction with system as measured by surveys | annual | Percent   | Increase  | System acceptance is 55% of user community. | 2006-03-01  |        |                                  |                              |              |            |
|                       |   |        |   |   |   | Fiscal Year | Target | Actual Results                   | Target<br>"Met" or "Not Met" | Last Updated |            |
|                       |   | 2009   | User acceptance is 69% of system                        | User acceptance is 69% of system                        | Met   | 2010-09-17  |        |                                  |                              |              |            |
|                       |   | 2010   | User acceptance is 70% of system                        | User acceptance is 70% of system                        | Met   | 2010-09-17  |        |                                  |                              |              |            |
|                       |   |        |   |   |   |             | 2011   | User acceptance is 72% of system |                              | Not Due      | 2010-09-17 |
|                       |   | 2012   | User acceptance is 74% of system                        |   | Not Due                                     | 2010-09-17  |        |                                  |                              |              |            |
|                       |   | 2013   | User acceptance is 77% of system                        |   | Not Due                                     | 2010-09-17  |        |                                  |                              |              |            |

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<sup>\* -</sup> Indicates data is redacted.